Rule WLM119:   Work Manager did not collect data for service class

Finding: The subsystem work manager did not collect delay data for the service classes "served" by the work manager. This finding applies to service classes that are part of a subsystem (e.g., IMS transactions).

Impact: This finding has NO IMPACT on performance of your computer system. The finding is provided simply to explain why CPExpert cannot analyze delay information for the "served" service class that has missed its service goal.

Logic flow: The following rules cause this rule to be invoked:
   Rule WLM104:   Subsystem Service Class did not achieve average response goal
   Rule WLM105:   Subsystem Service Class did not achieve percentile response goal

Discussion: When CPExpert produces Rule WLM104 or Rule WLM105, the logic of these rules tries to identify the cause of the delay, from the "served" service class view.

   If the subsystem supports work manager delay reporting, the information is available in the "Work Manager/Resource Manger State Section" of SMF Type 72 (Subtype 3) records.

   If the subsystem does not support work manager delay reporting, the information is not available, and CPExpert cannot identify the cause of the delay.

   The following example illustrates the output from Rule WLM119:

```
RULE WLM119:  WORK MANAGER DID NOT COLLECT DATA FOR SERVICE CLASS

   The subsystem work manager did not collect delay data for the IMS
   Service Class.  Consequently, detailed data about transaction delays
   is not available for CPExpert to analyze.  CPExpert will analyze the
   "server" Service Class data in an attempt to identify why IMS did
   not meet its service goal.
```

Suggestion: There are no suggestions with this finding, since it simply explains why CPExpert cannot provide primary and secondary causes of delay for the service class missing its service goal. CPExpert will analyze the "server" service class and other rules will be produced to provide more information.